Department of Retirement Systems
Fundamentals Map

FOUNDATIONS

MISSION
We provide information, tools, expertise and services that ensure our members receive the retirement benefits they earn while in public service

VISION
Satisfied customers
Valued team members

VALUES
Customer Focus
Team Member Engagement
Valued Relationships
Performance Excellence
Resource Stewardship

DRS WASHINGTON STATE Department of Retirement Systems

KEY GOALS

Engaged Team Members	Vigilant Resource Steward	Best Practice Leader	Reliable Partner	Elated Customers

OUTCOME MEASURES

Customer Satisfaction O1	Team Satisfaction O2	Employer Satisfaction O3	Stakeholder Satisfaction O4	Operational Health O5	Retirement Readiness O6	Benefits Paid O7	Ideas Implemented O8	Charitable Participation O9	Performance to Budget O10	Cost Effectiveness O11
MEASURE OWNER										
Jennifer Dahl	Lee Strehlow	Mike Ricchio	Dave Nelsen	Marcie Frost	David Brine	Mike Ricchio	Shawn Merchant	Dave Nelsen	Mark Feldhausen	Mark Feldhausen

OPERATING PROCESSES | SUPPORTING PROCESSES

CORE PROCESSES

Developing & Implementing Policies OP1	Maintaining Member & Employer Data OP2	Accounting for Retirement Funds OP3	Promoting Retirement Readiness OP4	Paying Benefits OP5	Managing Organizational Performance SP1	Supporting Team Members SP2	Providing Information Technology SP3	Leading Innovation SP4	Purchasing & Acquisition SP5	Listening & Informing SP6	Managing Risks SP7	Supporting Community SP8
PROCESS OWNER												
Dave Nelsen	Chris Lamb	Mike Ricchio	David Brine	Jennifer Dahl	Marcie Frost	Lee Strehlow	Chris Lamb	Shawn Merchant	Mike Ricchio	David Brine	George Pickett	Dave Nelsen

SUB PROCESSES

OP1	OP2	OP3	OP4	OP5	SP1	SP2	SP3	SP4	SP5	SP6	SP7	SP8
1. Monitoring policy environment 2. Analyzing external policy ideas 3. Informing policy makers 4. Determining policy and/or rule needs 5. Developing policy and/or rule 6. Implementing policy and/or rule	1. Enrolling & maintaining employer data 2. Educating employers 3. Collecting & updating member data 4. Managing documents 5. Auditing employer processes 6. Auditing member data 7. Sharing data	1. Receiving & depositing contributions 2. Directing funds 3. Creating & managing receivables 4. Reconciling general ledgers 5. Accounting for benefit deductions 6. Creating financial reports 7. Accounting for benefit payments	1. Partnering with employers 2. Educating new members 3. Promoting online account 4. Promoting retirement planning tools 5. Marketing DCP 6. Providing 1-1 assistance 7. Providing presentations & resources 8. Targeting reminders to waypoints 9. Working with education partners	1. Receiving payment request 2. Verifying eligibility 3. Processing payment request 4. Calculating payment 5. Issuing payment	1. Defining strategy 2. Setting operational targets 3. Selecting strategic initiatives & targets 4. Connecting employees to targets 5. Creating organizational understanding 6. Managing operations 7. Managing strategic initiatives 8. Reviewing organizational performance 9. Making performance corrections	1. Recruiting & hiring 2. Orienting & onboarding 3. Learning & growth 4. Observing, coaching, evaluating performance & behavior 5. Creating development plans 6. Recognizing accomplishments 7. Maintaining employee information 8. Equipping employees 9. Managing facilities 10. Fostering safety & wellness	1. Governing enterprise architecture 2. Controlling production release 3. Ensuring security 4. Maintaining portfolio 5. Managing requests 6. Providing business systems analysis 7. Conducting operations 8. Developing & maintaining applications 9. Administering data	1. Assessing business needs 2. Researching & monitoring 3. Establishing requirements 4. Determining solution cost 5. Managing projects 6. Testing solutions 7. Releasing to production	1. Managing contracts 2. Managing purchase of goods and services 3. Managing inventory	1. Managing DRS reputation/brand 2. Building relationships 3. Enabling feedback & identifying needs 4. Staying current on pension issues 5. Developing communication strategies 6. Creating informational content 7. Delivering information 8. Managing communication channels	1. Identifying risk 2. Evaluating & assessing risk 3. Addressing & treating risk 4. Monitoring & reviewing risk & treatment plans 5. Adjusting as needed	1. Creating community support teams 2. Evaluating & selecting charitable opportunities 3. Implementing charitable opportunities

PROCESS MEASURES

OP1	OP2	OP3	OP4	OP5	SP1	SP2	SP3	SP4	SP5	SP6	SP7	SP8
a. Participate at policy meetings b. Rule development c. Fiscal notes	a. Self service transaction time savings b. Employer corrections c. Verification of employment d. Late employer reporting	a. Member receivables b. Credit redistributions c. Cash flow d. [deleted] e. Employer receivables f. [deleted] g. Timely deposits h. Reconciliations	*Capability Breakthrough (Under Development)*	a. Online retirement applications b. Benefit calculation accuracy c. Estimate accuracy d. Estimate turnaround e. Immediate pays and imprest	a. Continuous improvement b. Process measures in good health c. Strategy execution d. Days to initiate repair	a. Training b. Safety & Wellness c. Turnover d. Present to win e. Time to fill positions	a. Request backlog b. Systems intervention c. Estimated completion d. Hours to resolution	a. On budget b. Project effectiveness c. Adoption rate d. On time e. Time to market	a. Contract costs b. Contract purchases c. Vendor payments d. Contract deliverables e. Timely procurement f. Goods and services g. Full inventory	a. Online reach b. Effective engagement c. Content & materials review	a. Risk management reviews b. Risk status c. Risk identification model d. Risk assessment model e. Progress to green status	a. DRS events sponsored b. State CFD participation

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